

# Experience of Care and Health Outcomes Survey: FY 2005 Summary

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# Introduction to ECHO 3.0H

Experiences with Behavioral Health Care  
(Mental Health and Substance-Related)

Mail and Phone Survey

Completed by Caregivers

Based on two prior surveys:

- Mental Health Statistics Improvement Program (MHSIP)

- Consumer Assessment of Behavioral Health Services (CABHS)

# Methodology

## NCQA HEDIS Standardization

## Mixed Method Protocol

Four-waves of Mail

Telephone to Non-respondents

## Sampling

1. Age 3 – 21 years as of Jan 1, 2005
2. Registered on Jan 1, 2005
3. Registered for prior year with no break > 45 days

Sample Frame (N = 946) was census of all youth meeting inclusion criteria

# Final Sample: Youth Characteristics

	FY 2005	FY 2004	Annual Change
Sample Size	316	263	+ 53
Response Rate	37%	36%	+ 1%
Female	40%	36%	+ 4%
Age (Mean Years)	15.1	15.3	- 0.2
Race			
White	39%	37%	+ 2%
Nat. Haw. or Oth. Pac. Isl.	33%	33%	
Asian	22%	25%	- 3%
Other	14%	15%	- 1%
Amer. Indian or Alaska Nat.	4%	5%	- 1%
Black or African-American	1%	1%	

# Final Sample: Caregiver Characteristics

	FY 2005	FY 2004	Annual Change
Female	86%	79%	+ 7%
Age			
18 to 24	2%	7%	- 5%
25 to 34	9%	11%	- 2%
35 to 44	35%	33%	+ 2%
45 to 54	30%	29%	+ 1%
55 and over	23%	12%	+ 11%
No Answer	1%	7%	- 6%

# Final Sample: Caregiver Characteristics

	FY 2005	FY 2004	Annual Change
Race			
Same Pattern as Youth			
Hispanic or Latino	10%	14%	- 4%
Education			
8 <sup>th</sup> grade or less	2%	2%	
Some HS w/o grad	8%	14%	- 6%
HS grad or GED	31%	28%	+ 3%
Some college or 2-yr deg.	35%	33%	+ 2%
4-yr college grad	10%	7%	+ 3%
> 4-yr college degree	13%	11%	+ 2%
No Answer	2%	6%	- 4%

# Final Sample: Reason for Services

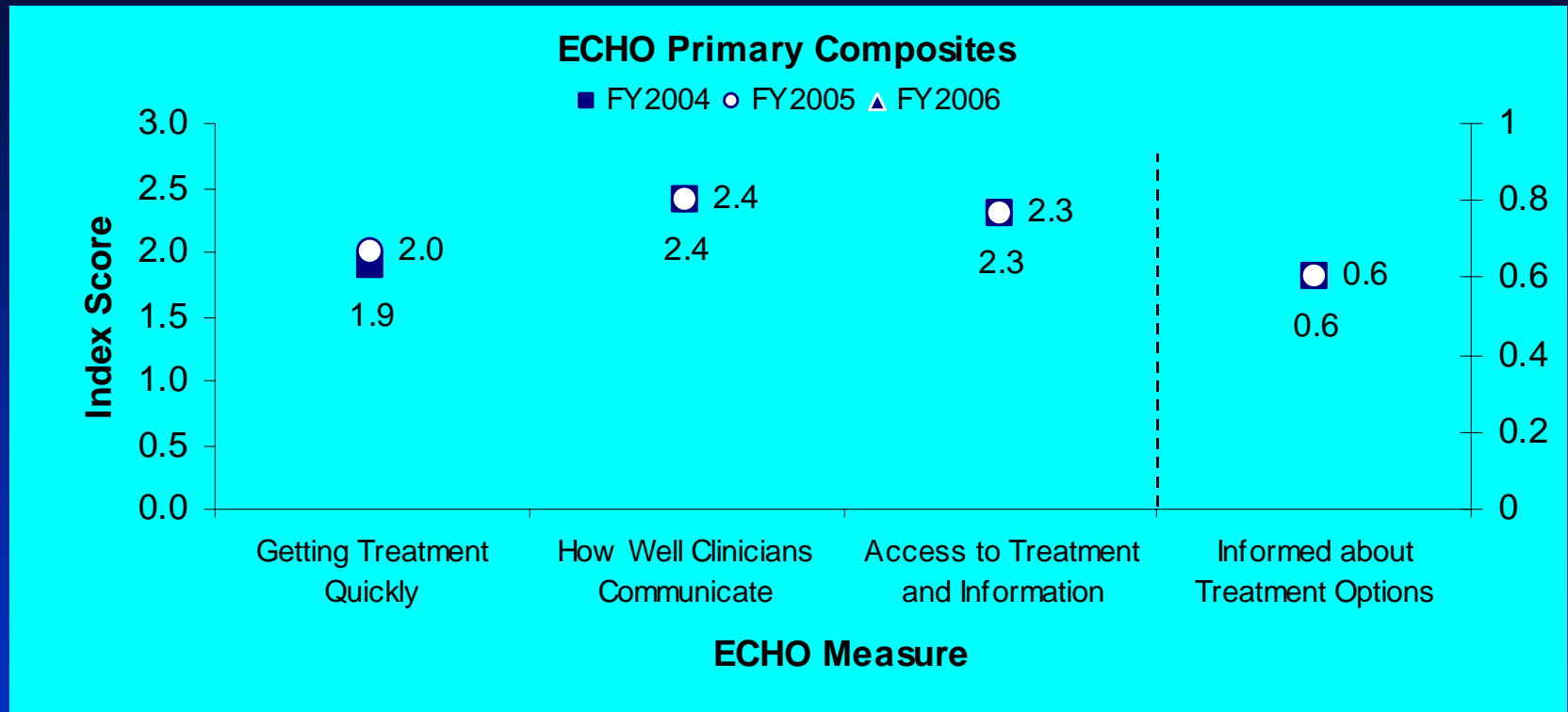
Problem Type	FY 2005	FY 2004	Annual Change
ADHD or Behavior	80%		
Personal or Emotional	78%		
Autism or Developmental	17%		
Alcohol or Drug	30%	32%	- 2%

# Final Sample: Locus of Services

	<b>FY 2005</b>	<b>FY 2004</b>	<b>Annual Change</b>
<b>One or More Visits to Emergency Room or Crisis Center</b>	<b>22%</b>	<b>18%</b>	<b>+ 4%</b>
<b>Call for Counseling on Phone</b>	<b>48%</b>	<b>44%</b>	<b>+ 4%</b>
<b>Needed Counseling or Treatment Right Away</b>	<b>63%</b>	<b>57%</b>	<b>+ 5%</b>
<b>One or More Treatment Program Visits</b>	<b>69%</b>	<b>71%</b>	<b>- 2%</b>
<b>Prescription Medications as Part of Treatment</b>	<b>78%</b>	<b>84%</b>	<b>- 6%</b>

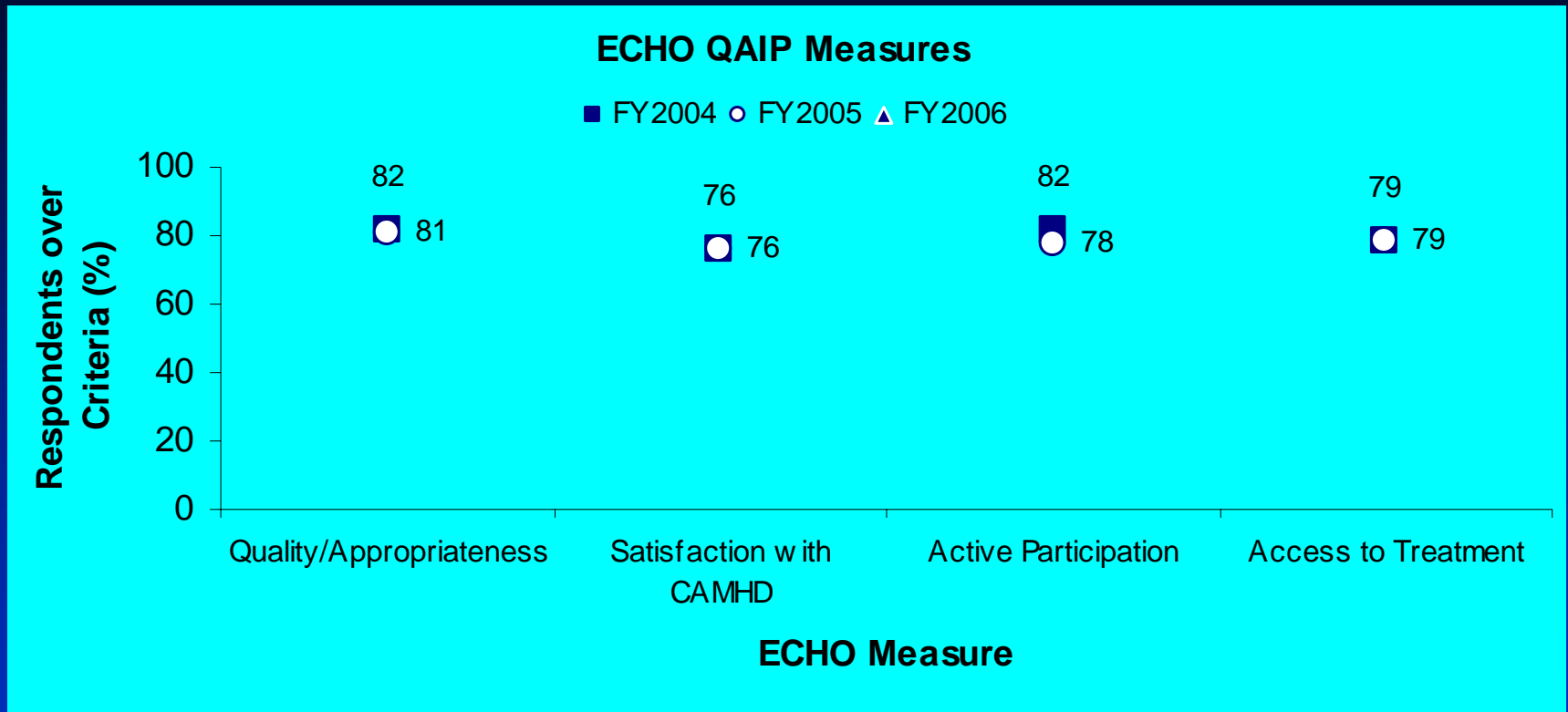


# Survey Results: Domain Composites



No significant differences by plan (QUEST vs. Non-QUEST), child demographics, overall mental health status, FGC, primary problem or service category

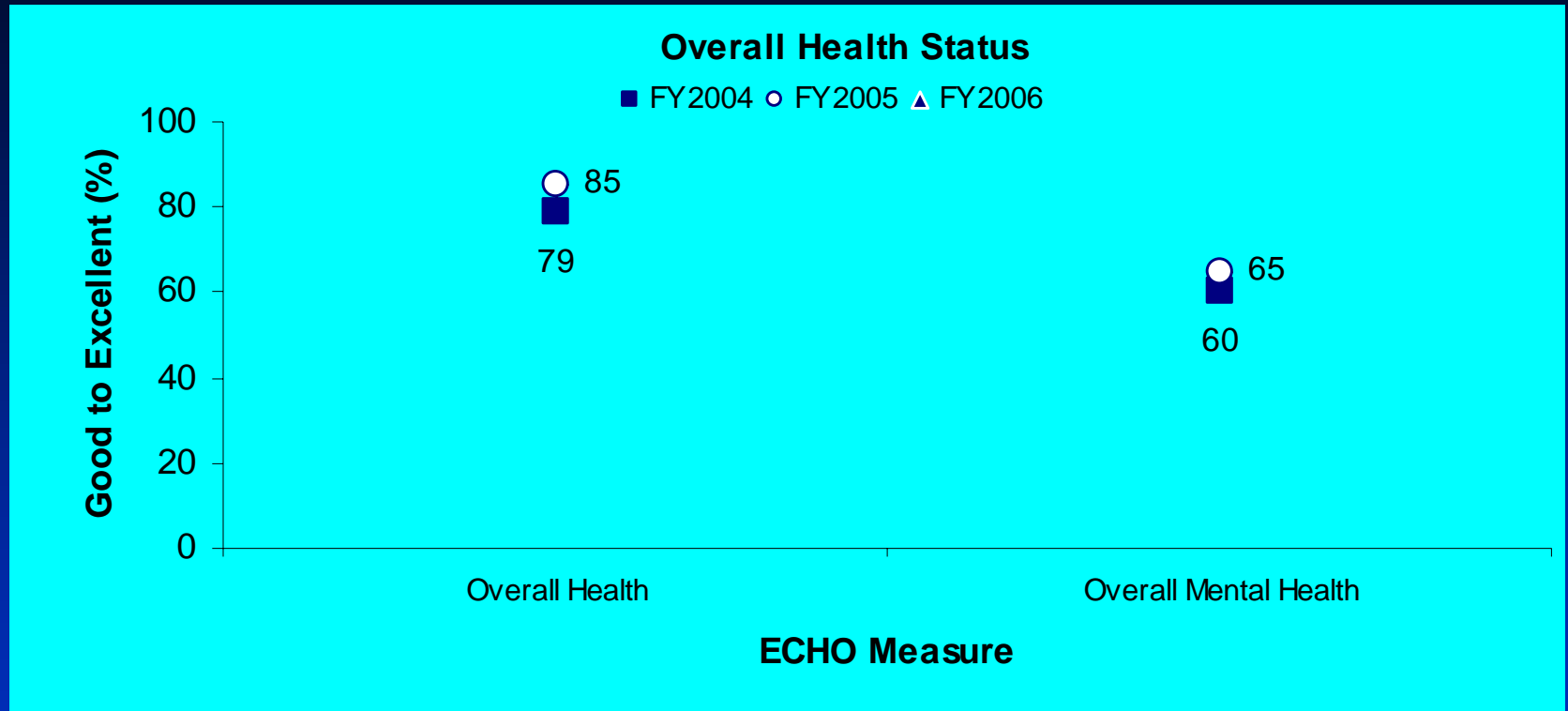
# Survey Results: CAMHD QAIP Measures



Quality/Appropriateness: Higher if better mental health status, Higher at LOFGC than elsewhere

Satisfaction with Company: Higher if Non-QUEST, better mental health status or alcohol/drug problems; lower for 13 to 16 than younger or older

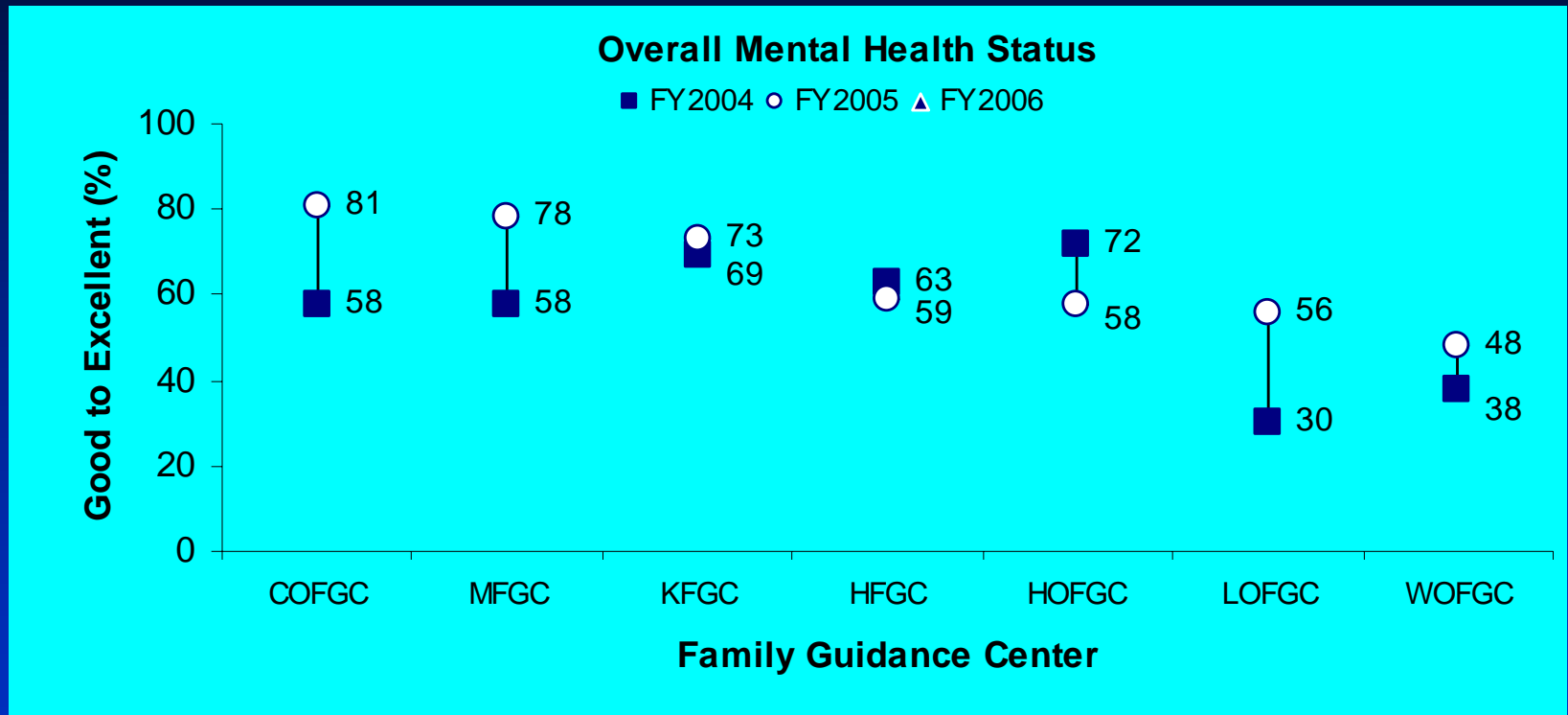
# Survey Results: Health Status



Overall Health: More problematic 13 years or older; Better if MFGC

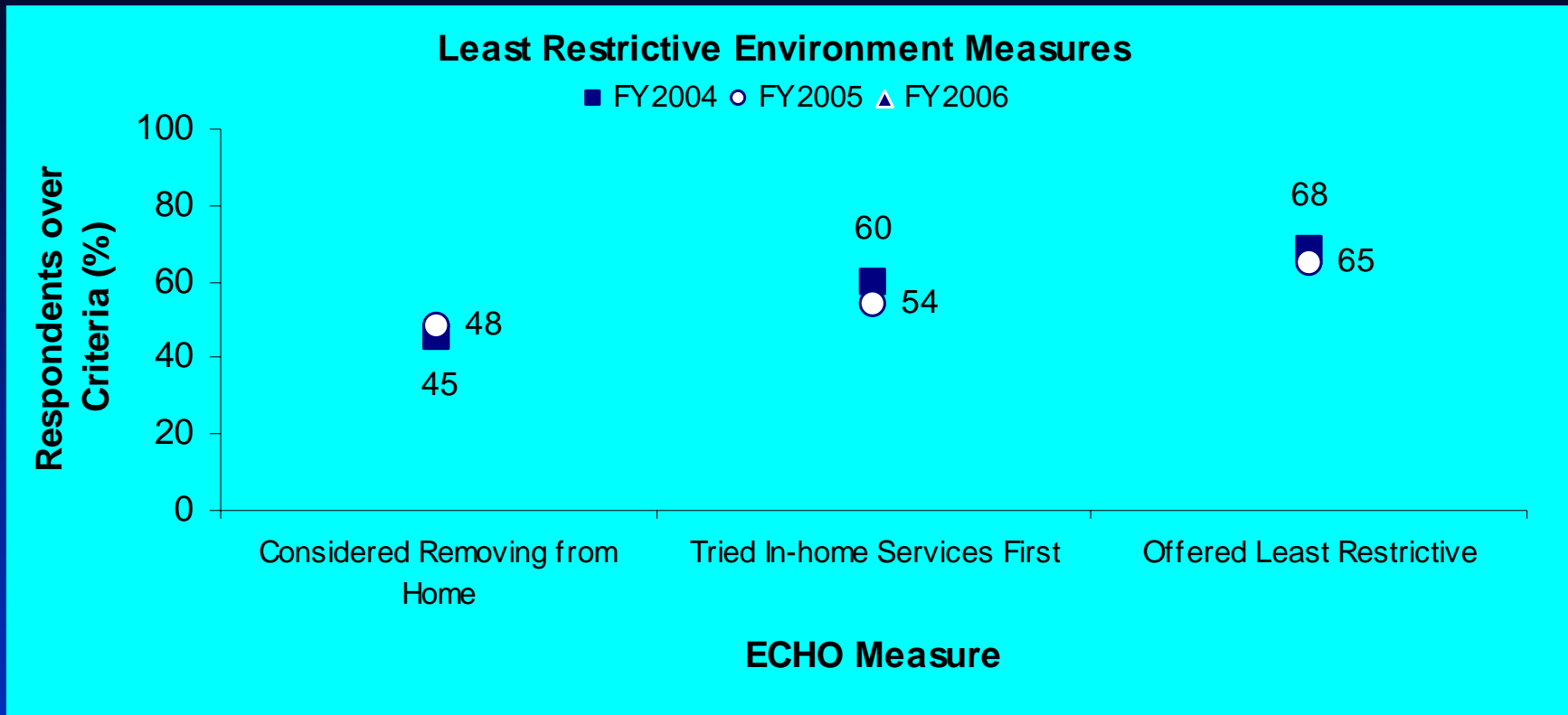
Mental Health: More problematic if female, 13 – 16 year-olds, Better if COFGC, KFGC

# Survey Results: Mental Health By FGC



Better if COFGC, MFGC, KFGC

# Survey Results: Least Restrictive Services



Consider Removing: Higher for QUEST, females, older youth, worse overall mental health status; Lower for KFGC

Tried In-Home: Higher for 13 – 16 year-olds; Lower for Non-Quest, HOFGC, KFGC

Offered Least Restrictive: Lower for KFGC

# QUEST vs. Non-QUEST

# Final Sample: Youth Characteristics

	QUEST	Non-QUEST	Dif.
Sample Size	142	174	- 32
Response Rate	36%	38%	- 2%
Female	35%	33%	+ 2%
Age (Mean Years)	15.0	15.1	- 0.1
Race			
White	42%	36%	+ 5%
Nat. Haw. or Oth. Pac. Isl.	35%	32%	- 3%
Asian	20%	22%	- 2%
Other	11%	17%	- 6%
Amer. Indian or Alaska Nat.	6%	3%	+ 3%
Black or African-American	1%	1%	

# Final Sample: Caregiver Characteristics

	QUEST	Non-QUEST	Dif.
Female	86%	87%	- 1%
Age			
18 to 24	2%	1%	+ 1%
25 to 34	11%	9%	+ 2%
35 to 44	32%	39%	- 7%
45 to 54	28%	31%	- 3%
55 and over	25%	21%	+ 3%
No Answer	1%	0%	+ 1%



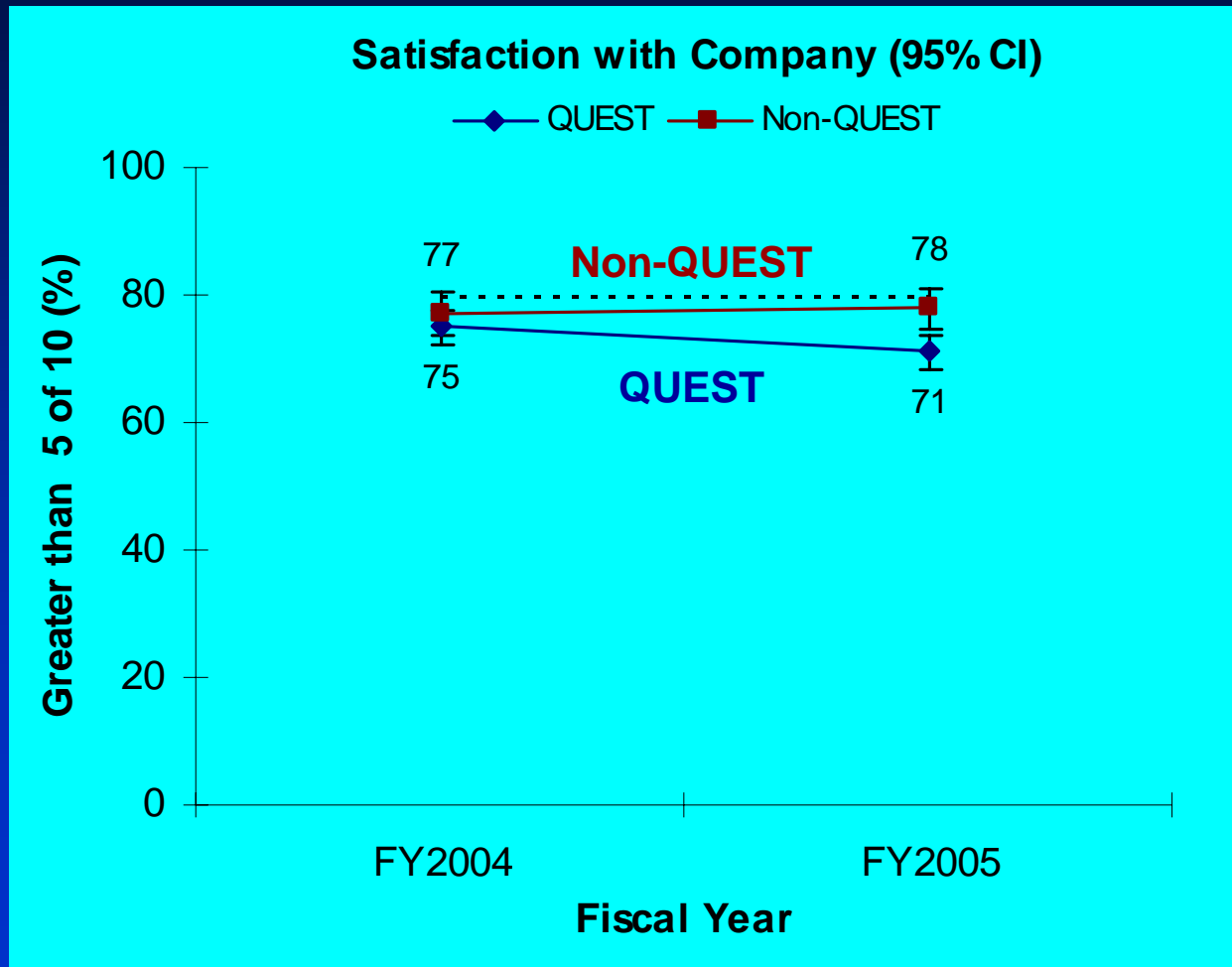
# Final Sample: Caregiver Characteristics

	QUEST	Non-QUEST	Dif.
Race			
Same Pattern as Youth			
Hispanic or Latino	11%	10%	+ 1%
Education			
8 <sup>th</sup> grade or less	2%	2%	
Some HS w/o grad	8%	7%	+ 1%
HS grad or GED	29%	33%	- 4%
Some college or 2-yr deg.	35%	36%	- 1%
4-yr college grad	8%	11%	- 3%
> 4-yr college degree	17%	10%	+ 7%
No Answer	2%	1%	+ 1%

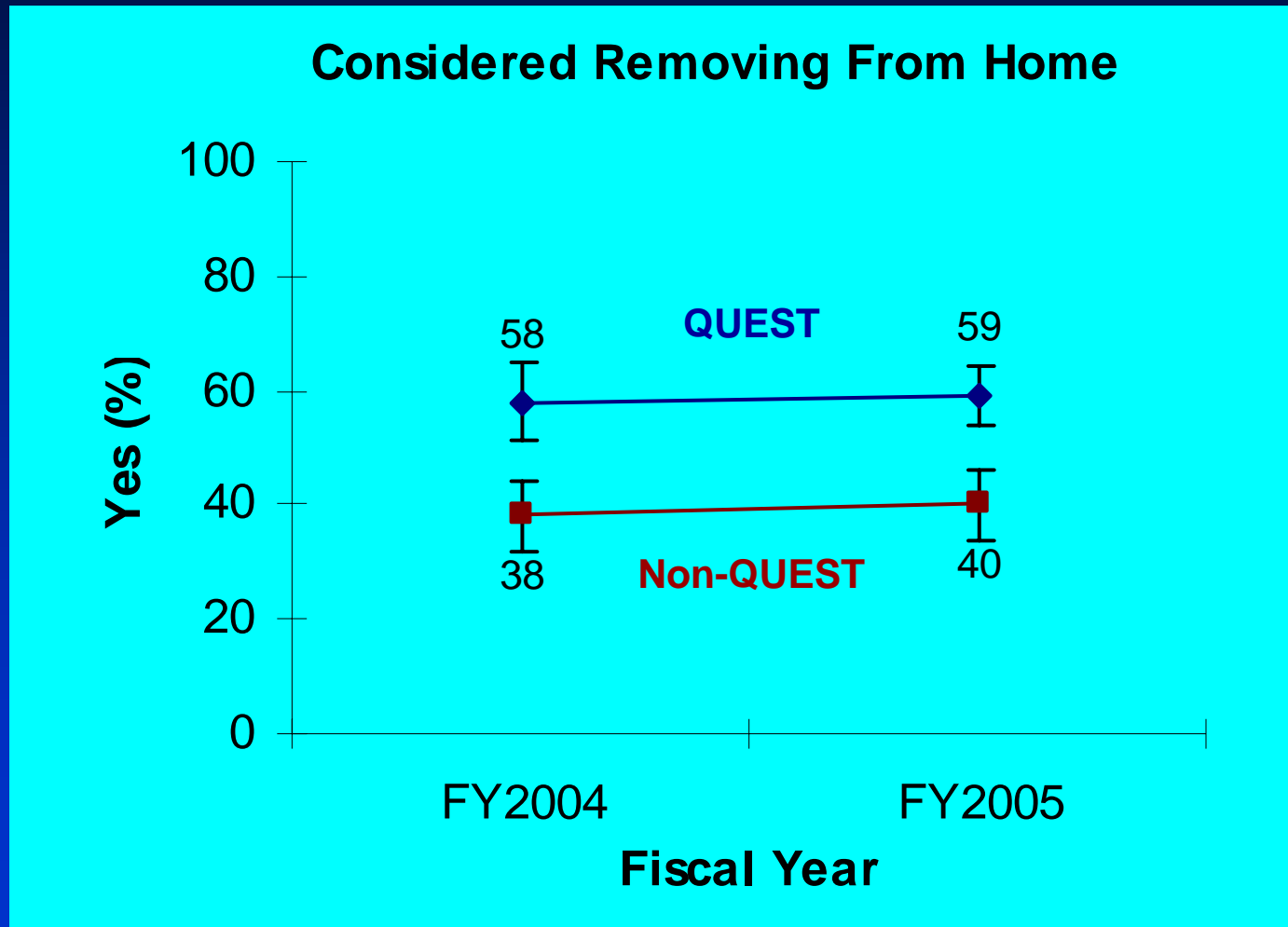
# Final Sample: Reason for Services

Problem Type	QUEST	Non-QUEST	Dif.
ADHD or Behavior	82%	79%	+ 3%
Personal or Emotional	86%	72%	+ 14%*
Autism or Developmental	17%	17%	
Alcohol or Drug	31%	30%	+ 1%

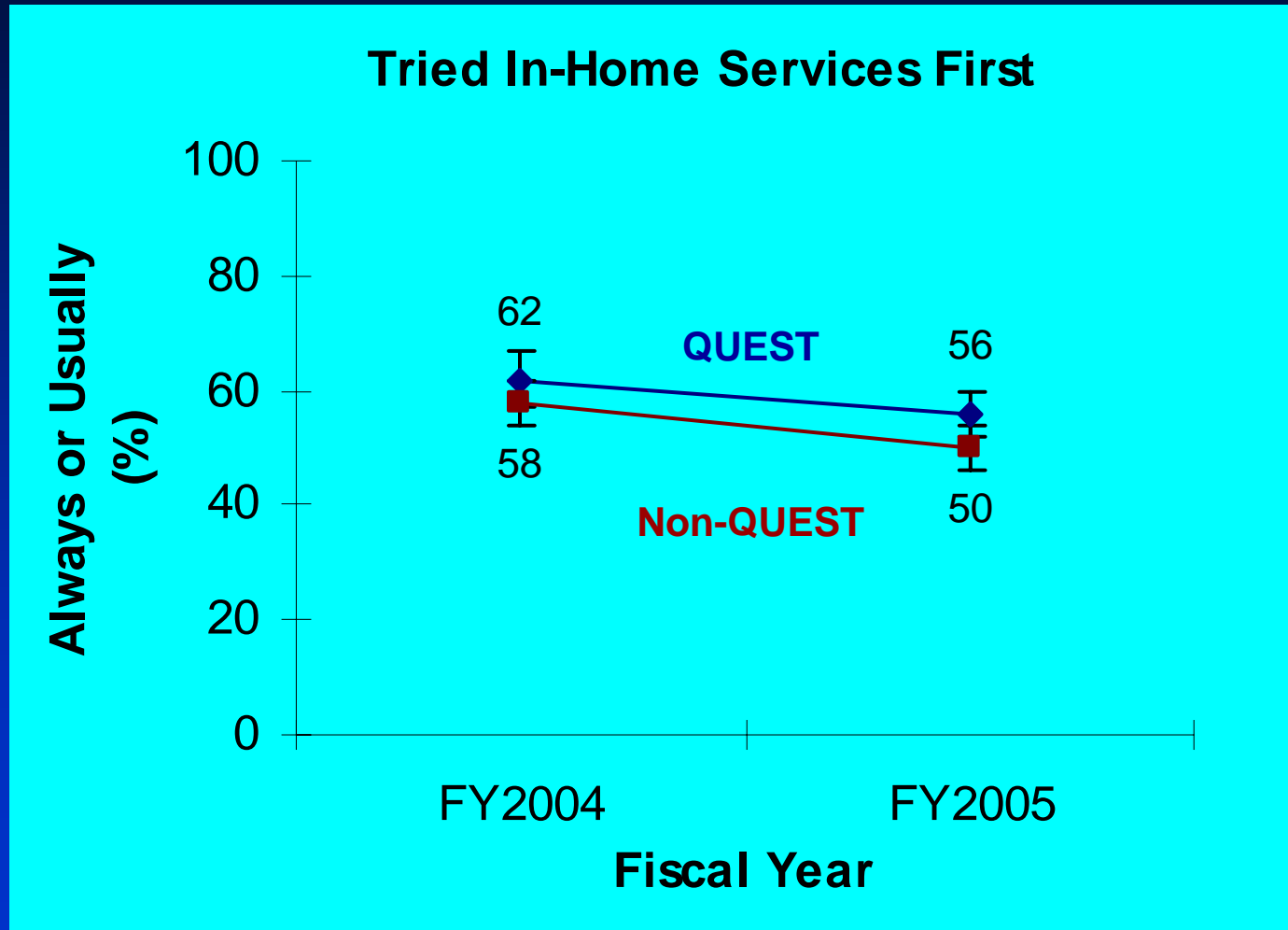
# Survey Results: Satisfaction with Company



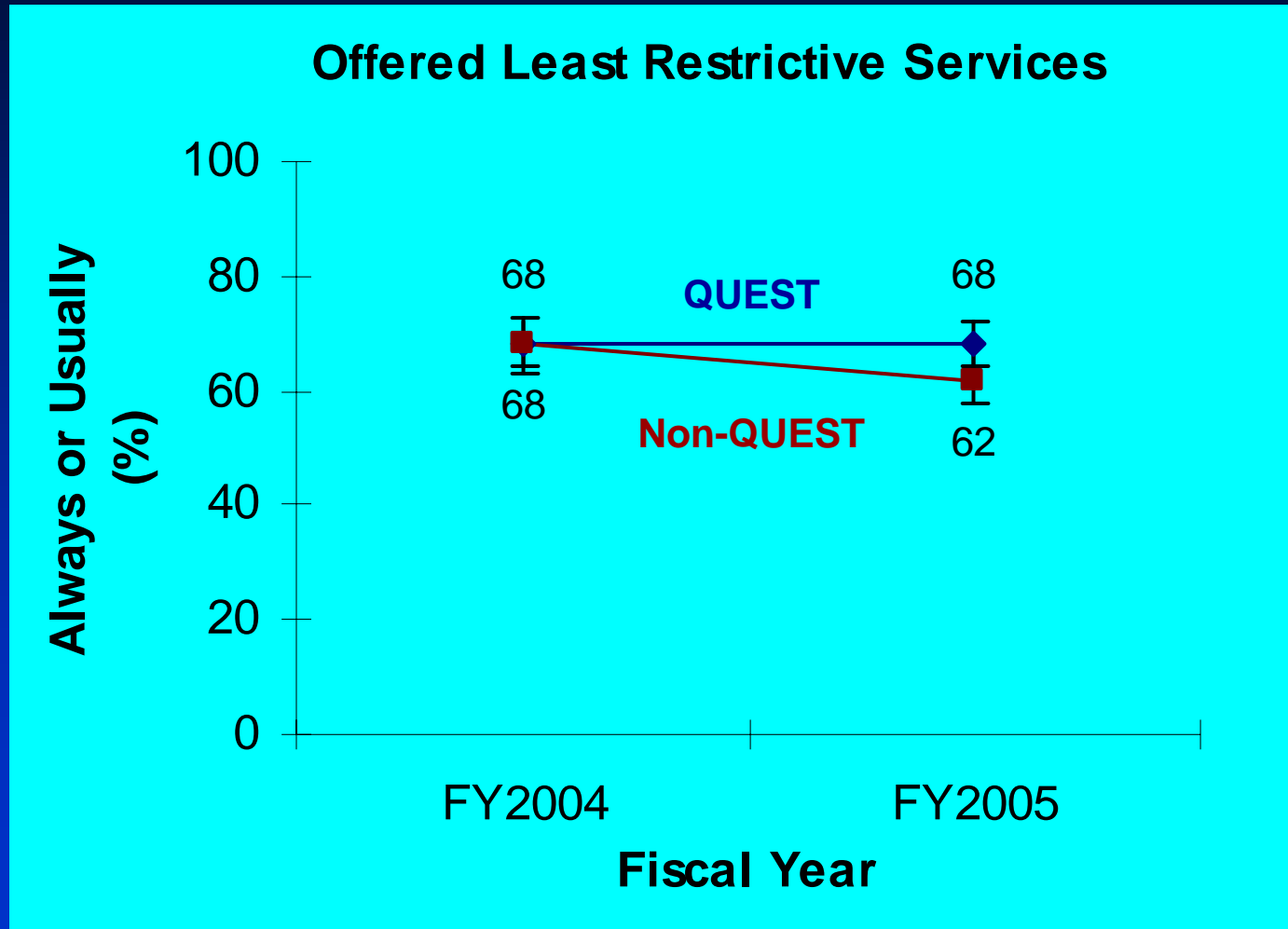
# Survey Results: Least Restrictive Services



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# Survey Results: Least Restrictive Services



# Summary: Total Sample

Over 80% report favorably regarding their counseling and treatment

Over 75% report favorably regarding CAMHD as a company managing benefits

Signs of decline in active treatment participation

Overall health and mental health status showing improvement

Lower satisfaction and lower mental health status for 13 – 16 year-olds

# Summary: QUEST vs. Non-QUEST

## QUEST Sample Reported:

- ↓ Satisfaction with Company
- ↑ Consider Removing Youth From Home
- ↑ Offered Least Restrictive Services
- ↑ Tried In-Home Services First



# Recommendations

Key targets for improvement:

Family participation

Least restrictive environment

Getting treatment quickly